Attachment 2: FY 2020 Quality Assurance Surveillance Plan (SourceAmerica) 9/30/2019						
KPI	**Surveillance Method**	**AQL**	**Unsatisfactory**	**Satisfactory**	**Good**	**Exceptional**
1 - Employment Growth (40%)	Periodic Inspection	Employment Growth Plan and Progress (PWS 3.1) (10%)	Plan does not address any minimum elements	100% of minimum elements are adequately addressed in employment growth plan and progress updates	In addition to addressing the minimum elements, the CNA identifies and executes two innovative** approaches. The CNA must track and document outcomes of each implemented approach.	In addition to meeting the "Good" rating, the CNA shall identify and execute an additional innovative** approach and track and document outcomes.
	Periodic Inspection	Net Employment Hours Growth (SDDLH) (PWS 3.1) (15%)	Less than 1% of employment growth outside of loss caused by significant government and business environmental disruptions (SDDLH)	1 -1.99% increase in annual net employment hours growth (SDDLH)	2 - 2.99% increase in annual net employment hours growth (SDDLH)	3% or greater increase in annual net employment hours growth (SDDLH)
	Periodic Inspection	Upward Mobility (Promotions) and Competitive Placement (Base year ONLY) (PWS 3.1) (15%)	No upward mobility/competitive placement plan submitted and approved by the Commission	Upward Mobility and Competitive Placement Plan submitted by 31 December 2019 and approved by the Commission. The plan will include: (1) growth targets by percentage; (2) pathways for achievement of growth targets; (3) timeline with key milestones identified	CNA meets Satisfactory requirements AND 1-2 milestones achieved	CNA meets Good requirements AND 3+ milestones achieved
	Periodic Inspection	Upward Mobility (Promotions) and Competitive Placement Plan (Submitted annually as part of Employment Growth Plan) (2nd year and beyond) (PWS 3.1) (15%)	No plan in place to prepare/assist employees for upward mobility and competitive placement	(1) Commission approved plan in place to positively impact upward mobility and placements by at least 7%; (2) shows demonstrated 7% increase (measured against CNA's entire AbilityOne workforce)	(1) Commission approved plan in place to positively impact upward mobility and placements by 7.01% and up to 8.99%; (2) shows demonstrated 7.01-8.99% increase (measured against CNA's entire AbilityOne workforce)	(1) Commission approved plan in place to positively impact upward mobility and placements by at least 9%; (2) shows demonstrated 9% + increase (measured against CNA's entire AbilityOne workforce)
					** Innovative approaches to employment growth consist of the following: (1) Creating product families new to the Ability One Program; (2) Branching out into services new to the Ability One Program; and (3) Expansion of new or existing products and services to new customers. These approaches should be outlined in the employment growth plans answering the following questions: (1) What is the new product or service; (2) What is the timeline for implementation; and (3) What is the expected result?	

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2 - AbilityOne Program Administration, Oversight, and Integrity (40%)	100% Inspection	Litigation/Investigations Reporting (PWS 3.2.1) (7%)	Less than 85% of known violations reported	86% - 90% of known violations reported and steps taken to prevent future incidents	91% - 95% of known violations reported and steps taken to prevent future incidents	96%+ of known violations reported and steps taken to prevent future incidents with proof of decrease in violations as applicable
	100% Inspection	Allocation Appeals (PWS 3.2.5) (5%)	Three or more Allocation and Recommendations appealed AND decision overturned by Commission	Two Allocation and Recommendations appealed AND decision overturned by Commission	One Allocation and Recommendation appealed AND decision overturned by Commission	Zero Allocation and Recommendations appealed AND decision overturned by Commission
	100% Inspection	Allocation and Recommendation Report (PWS 3.2.5) (10%)	Allocation and Recommendation Report submitted after the due date established in the Agreement, OR report fails to adequately provide minimum requirements and support as detailed therefore requiring one or more directions of rework from the Commission	Submit Allocation and Recommendation policy and procedures to Commission and Commission approves. Allocation and Recommendation Report submitted on time with zero requests for rework AND provides at least 3 examples of equitable allocations, expansions of NPA opportunities in a different LOB, and/or an increase in recommendations resulting in PL additions	Allocation and Recommendation Report submitted on time with zero requests for rework AND provides at least 6 examples of equitable allocations, expansions of NPA opportunities in a different LOB, and/or an increase in recommendations resulting in PL additions	CNA meets Good requirement AND demonstrates a measurable increase in NPA participation and expansion of NPA recommendation demographics
	Periodic Inspection	PL Transactions Timeliness, Accuracy and Completion (PWS 3.2.7.4) (3%)	Less than 75% of PL transactions are complete and accurate in accordance with the Commission PLIMS manuals	75% of PL transactions are complete and accurate in accordance with the Commission PLIMS manuals	Greater than 75% and up to 89.99% of PL transactions are complete and accurate in accordance with the Commission PLIMS manuals	90% or more of PL transactions are complete and accurate in accordance with the Commission PLIMS manuals
	Periodic Inspection	Timely PL Addition Requests (Services Only) (PWS 3.2.7.4) (3%)	Average submission time is less than 120 days before the start of the service project period of performance	Average submission time is 120 to 129 days before the start of the service project period of performance	Average submission time is 130 to 149 days before the start of the service project period of performance	Average submission time is greater than 150 days before the start of the service project period of performance
	Periodic Inspection	PL Service Pricing Updates Maintained (Base year ONLY) (PWS 3.2.8.1) (5%)	Less than 80% of expired price projects are updated via PLIMS transaction at year end with a mid-year progress review and/or not all active price projects are kept updated	80-89% of expired price projects are updated via PLIMS transaction at year end with a mid-year progress review and all active price projects are kept updated, excluding approved exceptions	90-99% of expired price projects are updated via PLIMS transaction at year end with a mid-year progress review and all active price projects are kept updated, excluding approved exceptions	100% of expired price projects are updated via PLIMS transaction at year end with a mid-year progress review and all active price projects are kept updated, excluding approved exceptions
	100% Inspection	PL Service Pricing Maintenance (2nd year and beyond) (PWS 3.2.8.1) (5%)	Failure to keep at least 91% of service project prices updated and any FMP update submitted outside of the 10 business days (without Commission approval) prior to anticipated FMP effective date; checked semi-annually and rated annually	Keeps 91% and greater of service project prices updated and tracks future service project expiration dates (at least 6 months in advance) so they can be updated prior to expiration	CNA meets Satisfactory requirements AND ensures any renegotiation of pricing is submitted in a timely manner IAW PWS to prevent breaks in service	CNA meets Good requirements without Commission assistance and ensures pricing disputes are resolved at the lowest level
	100% Inspection	Efficiency and Cost Savings (PWS 3.2.11) (7%)	Zero efficiencies achieved, zero dollars saved	One efficiency achieved, directly resulting in cost savings and one additional positive outcome for the AbilityOne Program	Two to three efficiencies achieved, directly resulting in increased cost savings and two or more additional positive outcomes for the AbilityOne Program	Four or more efficiencies achieved, directly resulting in increased cost savings and three or more additional positive outcomes for the AbilityOne Program

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3 - NPA Support, Assistance, and Development (15%)	Periodic Inspection	Producing NPAs' Compliance with AbilityOne Regulatory Requirements (PWS 3.3.1.3) (7%)	Four or more NPAs on approved Regulatory Review List not visited during the fiscal year by CNA Compliance and Regulatory Affairs and less than 85% are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycles as reported in end-of-year Reps and Certs	No more than three NPAs on approved Regulatory Review List not visited each fiscal year by CNA Compliance and Regulatory Affairs with no more than 30% of those visits conducted virtually; and 85-90% are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycles as reported in end-of-year Reps and Certs	No more than two NPAs on approved Regulatory Review List not visited each fiscal year by CNA Compliance and Regulatory Affairs with no more than 25% of those visits conducted virtually; and 91-95% are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycles as reported in end-of-year Reps and Certs	No more than one NPA on approved Regulatory Review List not visited each fiscal year by CNA Compliance and Regulatory Affairs with no more than 20% of those visits conducted virtually; and 96%+ are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycles as reported in end-of-year Reps and Certs
	User Survey	NPAs' Training Satisfaction (PWS 3.3.3.1) (4%)	Less than 70% of NPAs report satisfaction with CNA training courses (as listed in PWS 3.3.3.1)	Greater than 70% and up to 74.99% of NPAs report satisfaction with CNA training courses (as listed in PWS 3.3.3.1)	Greater than 75% and up to 84.99% of NPAs report satisfaction with CNA training courses (as listed in PWS 3.3.3.1)	85% or more of NPAs report satisfaction with CNA training courses (as listed in PWS 3.3.3.1)
	Periodic Inspection	Training PWSD (PWS 3.3.3.2) (4%)	CNA training programs for upward mobility and competitive placement exist but less than 70% of AbilityOne employees report satisfaction after completing the course(s)	CNA training programs for upward mobility and competitive placement exist and 70-74.99% of AbilityOne employees report satisfaction after completing the course(s)	CNA training programs for upward mobility and competitive placement exist and 75-84.99% of AbilityOne employees report satisfaction after completing the course(s)	CNA training programs for upward mobility and competitive placement exist and 85%+ of AbilityOne employees report satisfaction after completing the course(s)
4 - Strategic Communications (5%)	100% Inspection	Strategic Communications (PWS 3.4) (5%)	Fewer than 6 minimum elements in the Strategic Communications PWS section 3.4.2. are accurate, complete and on time -- and/or several key elements are missing, incorrect, or under-represented.	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are 85% to 89.99% accurate, complete and on time	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are 90% to 97.99% accurate, complete and on time	The 6 minimum elements in the strategic communications PWS section 3.4.2. are 98% or more accurate, complete and on time
		Reports	Fewer than 98% of reports required by the PWS are submitted on time and accurate	98% of reports required by the PWS are submitted on time and accurate	98.1% to 99.9% of reports required by the PWS are submitted on time and accurate	100% of reports required by the PWS are submitted on time and accurate